**Abbey The Destination Experts**
4th Floor, Mainpoint,
102 West Port,
Edinburgh, EH3 9DN
**Website:** https://www.abbey.ie/

## THE COMPANY

The Abbey Group is a long established and fast-growing Destination Management Company dedicated to selling the destinations of the UK and Ireland to the International travel trade in over sixty countries. The Group has offices in Dublin and Edinburgh with a remote team presence across Ireland, the UK and several European countries.

Today, the group sells under a number of distinct brands:

- **Abbey The Destination Experts (Group and FIT travel experiences)**
- Abbey Conferences (Conference management across Europe and beyond)
- Abbey Events (Events & Corporate meetings)
- Moloney & Kelly (Incentive & Luxury travel).

## WHY WORK FOR US

- The Abbey Group is proud to hold a certification for being a Great Place To Work UK & a Great Place to Work Ireland
- Abbey Group is certified Gold for sustainability across all its brands
- Progressive Company
- Deloitte Best Managed company for 16 consecutive years
- Hybrid/blended working option available
- Up to 60 days per year remote working abroad
- A paid day off on your birthday & an additional paid day off over the Christmas period
- Discretionary Company Bonus Scheme
- Company contribution to occupational pension scheme
- Discretionary flexible benefit contribution towards pension or health care plan
- Learning and development opportunities – individual training budget per year
- Employee Assistance Programme – health & wellbeing support
- Active Social Committee and Green Team including free events throughout the year
- Multinational workforce with over 30 nationalities

**TITLE OF VACANCY:**

**FIT Executive, UK FIT Department, Edinburgh (Hybrid)**

**THE ROLE:**
Using Tourplan (in-house Tour Operating and booking system) to efficiently quote FIT enquiries and to make consequent bookings and reservations for hotels and other ancillary service.

**CORE DUTIES INCLUDE:**

- Undertake FIT client reservations in an efficient and a focused manner
- Ensure agreed response times to clients are met and all reservations undertaken are accurate
- Build and maintain strong relationships with Abbey clients under your care
- Deliver first class customer service to our clients
- Provide assistance to other Abbey UK staff in the business development and operations of agreed leisure bookings.
- Working with our reservation system Tourplan, ensure all procedures are adhered to and as directed by your line manager and potentially clients' extranets.
- Work with the Manager to support in quoting programmes and rates to existing and new clients
- Hotel and other service reservations, maintaining strong supplier relationships.
- Take part in the on-call backup services including a 24-hour telephone backup service on a rotating basis
- Ensure the profit margin targets on bookings under your care are achieved as laid out in company pricing guidelines (per market) and as directed by your manager
- A hands-on approach to developing FIT business for the UK from existing and potential new clients. Key to this will be developing a clear understanding of the client's needs and deadlines, offering existing and new programmes to fulfil those needs and ensuring that the client has all the necessary material and information to present this information to their clients whether in brochure or online format.
- Full utilisation of the Tourplan system to generate all client quotations and subsequent follow up, also ensuring that the confirmed proposal is accurately reflected in Tourplan
- Any agreed sales and marketing activities, either in the UK and Ireland or in the overseas marketplace. This could take the form of either desk-based activities or direct agent/client interaction, including attending trade shows.
- The position may also extend to cover support in any of the Company's Groups and Operations Departments as the need arises.
- Support with the supervision of any staff/trainees assigned to the area.
- Any other duties as assigned from time to time by your Manager or Director.
- Assisting the Abbey Group with its environmental and responsible tourism initiatives.
- You will report to FIT Team Leader UK, which may change at some point in the future.

Depending on role - Some international travel may be required and will be in compliance with the company's Business Travel Policy.

**Essential:**

- Very good knowledge of MS Office
- Fluency in English is essential
- Fluency in French
- Excellent organisational skills with good attention to detail
- Excellent customer care and communication skills
- Team player able to work in a busy environment

**Desirable:**

- Relevant degree qualification in Languages, Business or Tourism
- A good knowledge of the UK-wide inbound tourism industry products
- Some experience of handling VIP and/or luxury FIT accounts
- Experience using Tourplan
- Travel & Tourism degree or relevant travel industry experience preferable

*The Abbey Group are committed to offering equal employment opportunities to all individuals, regardless of gender, race, religion, or disability. Our hiring process includes unbiased job postings, diverse interview panels, and objective evaluation criteria. We ensure equal opportunities for promotions, providing all employees with a fair chance to progress in their careers. We fully comply with UK equality laws and maintain a zero-tolerance policy for discrimination in the workplace.*